

eBook Circulation Louisville Free Public Library



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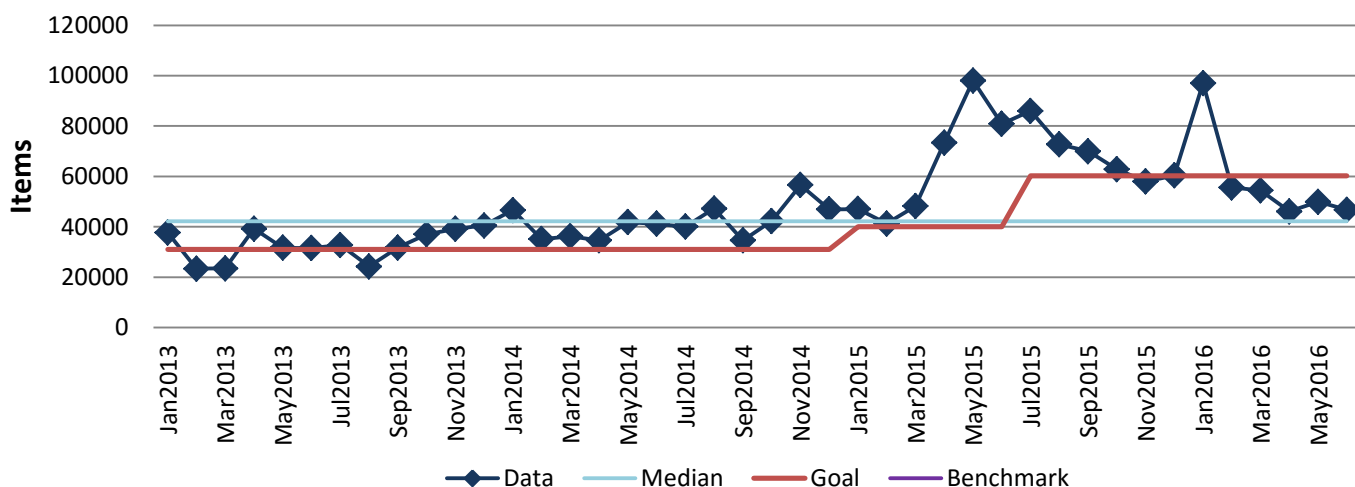
Process: Downloadable materials checkout

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: CY 2012 median = 9980</p> <p>Goal: By June 30, 2016 increase by 10% over annual circulation for last FY (from 657,298 for FY 2014-15 to 723,028 for FY 2015-16).</p> <p>Benchmark: N/A</p>	<p>Data Source: LFPL Monthly Report</p> <p>Goal Source: LFPL Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Monthly sum of downloadable materials checked out by patrons, data collected from vendor reports</p> <p>Why Measure: To continually increase eBook circulation</p> <p>Next Improvement Step: Monitor progress toward new goal.</p>

How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
723,036	759,698		60,253	46,742	
Items	Items		Items	Items	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.